

Indicator 8: Promptness of Responding to Claim Correspondence - 2nd Quarter 2004

Large Insurers (400 Claims or more per year)

<u>NAIC</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>3 YR percent</u>
21407	EMCASCO INSURANCE CO	64	3	95.31%	93.85%	89.75%
40827	VIRGINIA SURETY CO INC	84	10	88.10%	85.71%	79.12%
15261	SOCIETY INSURANCE A MUTUAL CO	192	25	86.98%	85.09%	85.99%
24449	REGENT INSURANCE CO	97	13	86.60%	85.64%	82.24%
25674	TRAVELERS PROPERTY CAS CO OF A	127	18	85.83%	81.85%	80.56%
29157	UNITED WISCONSIN	133	24	81.95%	85.08%	81.62%
15091	RURAL MUTUAL INS CO	45	9	80.00%	80.43%	77.67%
26042	WAUSAU UNDERWRITERS INS CO	60	14	76.67%	80.71%	74.69%
26069	WAUSAU BUSINESS INS CO	42	10	76.19%	76.00%	71.01%
15350	WEST BEND MUTUAL INS CO	272	67	75.37%	74.67%	82.16%
14184	ACUITY INSURANCE CO	310	78	74.84%	74.32%	71.62%
SI	DEPT OF ADMINISTRATION	87	22	74.71%	75.52%	68.48%
23035	LIBERTY MUTUAL FIRE INS CO	233	60	74.25%	75.15%	65.03%
21458	EMPLOYERS INSURANCE CO OF WAU	177	47	73.45%	76.05%	67.04%
24147	OLD REPUBLIC INS CO	187	54	71.12%	67.06%	59.21%
24988	SENTRY INSURANCE A MUTUAL CO	412	123	70.15%	74.47%	73.88%
16535	ZURICH AMERICAN INSURANCE COM	405	122	69.88%	72.07%	73.13%
23817	ILLINOIS NATIONAL INS CO	79	24	69.62%	64.66%	59.71%
SI	GENERAL MOTORS CORPORATION	18	6	66.67%	69.57%	61.25%
19445	NATIONAL UNION FIRE INS CO OF P	67	23	65.67%	60.63%	52.61%
10677	CINCINNATI INSURANCE CO THE	57	21	63.16%	65.15%	66.85%
35386	FIDELITY & GUARANTY INS CO	113	44	61.06%	57.20%	43.91%
SI	CITY OF MILWAUKEE	40	16	60.00%	64.56%	68.89%
30562	AMERICAN MANUFACTURERS MUT	15	6	60.00%	58.14%	49.03%
20494	TRANSPORTATION INSURANCE CO	287	115	59.93%	56.55%	61.37%
23043	LIBERTY MUTUAL INS CO	160	69	56.88%	60.40%	51.68%
24872	CONNECTICUT INDEMNITY CO THE	37	16	56.76%	66.27%	63.10%
18910	AMERICAN PROTECTION INS CO	56	30	46.43%	56.74%	57.02%
22977	LUMBERMENS MUTUAL CAS CO	99	54	45.45%	48.31%	47.98%
22748	PACIFIC EMPLOYERS INS CO	94	65	30.85%	36.57%	42.89%
TOTALS FOR GROUP:		4,049	1,188	70.66%	71.21%	67.51%

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Medium Size Insurers (85 -399 Claims or more per year)

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10239	SECURA SUPREME	6	0	100.00%	100.00%	75.86%
SI	MILWAUKEE TRANSPORT SERVICES I	14	0	100.00%	94.59%	92.68%
24791	ST PAUL MERCURY INS CO	6	0	100.00%	94.44%	83.33%
25976	UTICA MUTUAL INS CO	7	0	100.00%	93.33%	74.81%
13935	FEDERATED MUTUAL INS CO	11	1	90.91%	92.11%	84.62%
10472	CAPITOL INDEMNITY CORP	16	2	87.50%	90.48%	84.62%
18988	AUTO OWNERS INS CO	15	2	86.67%	90.32%	94.81%
31003	TRI STATE INS CO OF MN	83	12	85.54%	88.46%	80.26%
22322	GREENWICH INSURANCE CO	30	1	96.67%	88.41%	83.66%
42480	VENTURE INS CO	6	1	83.33%	88.24%	82.73%
13986	FRANKENMUTH MUTUAL INS CO	49	5	89.80%	86.73%	83.58%
21873	FIREMANS FUND INS CO	11	2	81.82%	84.38%	57.38%
24414	GENERAL CAS CO OF WI	50	7	86.00%	84.35%	82.26%
21415	EMPLOYERS MUTUAL CASUALTY C	45	7	84.44%	83.33%	84.31%
26956	WIS COUNTY MUTUAL INS CORP	8	1	87.50%	83.33%	64.71%
40142	AMERICAN ZURICH INS CO	5	0	100.00%	82.35%	76.92%
SI	COOPER POWER SYSTEMS INC	16	4	75.00%	81.82%	89.89%
24228	PEKIN INSURANCE CO	19	7	63.16%	81.08%	76.58%
19682	HARTFORD FIRE INSURANCE CO	15	3	80.00%	81.08%	84.11%
19275	AMERICAN FAMILY MUTUAL INS CO	54	9	83.33%	81.05%	85.47%
14303	INTEGRITY MUTUAL INS CO	25	7	72.00%	80.77%	85.19%
26425	WAUSAU GENERAL INS CO	19	3	84.21%	80.00%	71.47%
SI	BRIGGS & STRATTON CORP	16	2	87.50%	80.00%	86.57%
15393	WISCONSIN AMERICAN MUTUAL INS	12	3	75.00%	80.00%	85.80%
19380	AMERICAN HOME ASSURANCE CO	66	14	78.79%	79.72%	69.81%
SI	TARGET CORP (STORES)	13	3	76.92%	78.57%	79.65%
SI	SCHNEIDER NATIONAL CARRIERS I	13	3	76.92%	78.57%	79.88%
SI	UW-SYSTEM ADMINISTRATION	26	7	73.08%	78.13%	82.72%
40967	ST PAUL FIRE & CASUALTY INS CO	16	4	75.00%	77.78%	75.36%
SI	BRUNSWICK CORPORATION	7	2	71.43%	76.92%	67.92%
24589	AMERICAN & FOREIGN INS CO	48	14	70.83%	76.72%	72.54%
24830	CITIES & VILLAGES MUTUAL INS CO	8	2	75.00%	76.47%	66.04%
29459	TWIN CITY FIRE INS CO	50	19	62.00%	75.00%	72.32%
20346	PACIFIC INDEMNITY CO	14	3	78.57%	75.00%	65.66%
19305	ASSURANCE COMPANY OF AMER	3	1	66.67%	75.00%	64.29%
13021	UNITED FIRE & CASUALTY CO	3	1	66.67%	75.00%	79.67%
25402	AMCOMP ASSURANCE CORP	46	12	73.91%	74.65%	82.16%
31895	AMERICAN INTERSTATE INS CO	18	6	66.67%	74.29%	84.15%
24902	SECURITY INSURANCE CO OF HARTF	11	2	81.82%	73.53%	66.25%
25682	TRAVELERS INDEMNITY CO OF CT T	19	6	68.42%	72.22%	71.85%
19410	COMMERCE & INDUSTRY INS CO	64	17	73.44%	72.09%	71.66%
39357	TRAVELERS INSURANCE CO THE	25	8	68.00%	71.67%	72.66%
19259	SELECTIVE INS CO OF SOUTH CAROL	18	5	72.22%	71.43%	62.66%
20281	FEDERAL INSURANCE CO	29	9	68.97%	70.91%	62.36%
SI	WISCONSIN BELL INC	6	4	33.33%	70.59%	42.01%
SI	KOHLER CORPORATION	19	9	52.63%	70.45%	64.62%
SI	CITY OF MADISON	32	10	68.75%	70.27%	59.45%
SI	COUNTY OF MILWAUKEE	20	7	65.00%	70.00%	81.52%
21237	CASUALTY RECIPROCAL EXCHANGE	1	1	0.00%	70.00%	71.07%

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19429	INSURANCE COMPANY OF STATE OF	40	15	62.50%	69.62%	60.89%
24767	ST PAUL FIRE & MARINE INS CO	34	6	82.35%	68.75%	66.93%
24678	ROYAL INDEMNITY CO	28	9	67.86%	67.82%	62.44%
SI	MILWAUKEE BOARD OF SCHOOL DI	15	1	93.33%	67.57%	67.67%
30104	HARTFORD UNDERWRITERS INS CO	27	9	66.67%	67.39%	75.57%
SI	GEORGIA PACIFIC CORPORATION	3	1	66.67%	66.67%	53.51%
42404	LIBERTY INSURANCE CORP	34	14	58.82%	64.41%	50.63%
22543	SECURA INSURANCE A MUTUAL CO	41	17	58.54%	63.53%	69.79%
20486	TRANSCONTINENTAL INSURANCE C	59	21	64.41%	62.81%	69.71%
22659	INDIANA INSURANCE CO	11	5	54.55%	61.90%	68.95%
25887	UNITED STATES FIDELITY & GUARANT	74	26	64.86%	61.40%	46.68%
26980	ROYAL INSURANCE CO OF AMERICA	13	6	53.85%	59.26%	60.22%
22918	AMERICAN MOTORISTS	17	7	58.82%	57.14%	46.68%
41181	UNIVERSAL UNDERWRITERS INS CO	37	15	59.46%	55.00%	49.56%
10166	ACCIDENT FUND INS CO OF AMERIC	138	69	50.00%	52.82%	51.21%
14591	MILWAUKEE INS COMPANY	6	3	50.00%	52.63%	72.77%
SI	DAIMLERCHRYSLER CORPORATION	35	14	60.00%	51.11%	55.90%
SI	STORA ENSO NORTH AMERICA COR	27	16	40.74%	47.22%	78.06%
20443	CONTINENTAL CASUALTY CO	19	10	47.37%	47.22%	53.06%
19895	ATLANTIC MUTUAL INS CO	13	7	46.15%	44.83%	50.00%
25879	FIDELITY & GUARANTY INS UNDERWR	10	6	40.00%	42.11%	33.71%
42650	ONEBEACON MIDWEST INS CO	5	5	0.00%	0.00%	32.90%
TOTALS FOR GROUP:		1,799	530	70.54%	72.56%	68.84%

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Small Size Insurers (Less than 85 Claims per year)

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SI	COUNTY OF WINNEBAGO	1	0	100.00%	100.00%	100.00%
SI	DEERE & COMPANY	5	0	100.00%	100.00%	96.77%
SI	COUNTY OF OUTAGAMIE	2	0	100.00%	100.00%	92.50%
SI	COUNTY OF SHEBOYGAN	8	1	87.50%	93.33%	91.84%
SI	COUNTY OF DODGE	7	1	85.71%	92.86%	91.84%
SI	CNH AMERICA LLC	1	0	100.00%	83.33%	91.67%
SI	COUNTY OF LA CROSSE	5	0	100.00%	100.00%	91.18%
SI	MARTEN TRANSPORT LTD	8	2	75.00%	77.78%	90.70%
SI	TECUMSEH PRODUCTS COMPANY	3	0	100.00%	87.50%	90.32%
SI	KIMBERLY-CLARK CORPORATION	5	2	60.00%	80.00%	89.55%
SI	COUNTY OF ROCK	6	2	66.67%	85.71%	88.64%
13331	AMERICAN HARDWARE MUTUAL I	2	0	100.00%	90.00%	87.50%
14176	HASTINGS MUTUAL INS CO	22	0	100.00%	86.84%	87.28%
11527	LEAGUE OF WIS MUNICIPALITIES MU	15	1	93.33%	94.74%	87.10%
SI	ALLEN-BRADLEY COMPANY LLC	0	0	0.00%	90.91%	86.84%
11250	COMMUNITY INS CORP	4	0	100.00%	100.00%	86.67%
15377	WESTERN NATIONAL MUTUAL INS C	11	0	100.00%	95.45%	86.26%
20109	BITUMINOUS FIRE & MARINE INS CO	9	1	88.89%	85.71%	86.11%
25143	STATE FARM FIRE & CASUALTY CO	19	3	84.21%	87.88%	85.54%
SI	COUNTY OF DANE	7	2	71.43%	86.21%	85.29%
SI	COUNTY OF WALWORTH	10	1	90.00%	95.00%	84.21%
21881	NATIONAL SURETY CORP	2	0	100.00%	100.00%	82.86%
SI	COUNTY OF JEFFERSON	2	2	0.00%	50.00%	82.86%
11371	GREAT WEST CASUALTY CO	12	2	83.33%	80.95%	82.72%
19950	WILSON MUTUAL INS CO	2	0	100.00%	80.00%	82.35%
SI	WISCONSIN PUBLIC SERVICE CORP	5	2	60.00%	71.43%	82.14%
SI	BENEVOLENT CORPORATION CEDA	11	0	100.00%	82.61%	81.90%
22292	HANOVER INSURANCE CO THE	3	0	100.00%	86.67%	80.29%
21180	SENTRY SELECT	12	1	91.67%	85.00%	80.28%
SI	HARNISCHFEGER CORPORATION	5	1	80.00%	93.33%	79.49%
SI	COUNTY OF WASHINGTON	8	2	75.00%	84.21%	79.31%
13439	PARTNERS MUTUAL INS CO	9	1	88.89%	83.33%	79.13%
18767	CHURCH MUTUAL INSURANCE CO	21	4	80.95%	84.85%	77.66%
24775	ST PAUL GUARDIAN INS CO	1	0	100.00%	75.00%	76.19%
SI	VOLLRATH COMPANY LLC	2	0	100.00%	58.33%	75.86%
23434	MIDDLESEX INSURANCE CO	6	0	100.00%	92.31%	75.76%
14117	GRINNELL MUT REINSUR CO	2	0	100.00%	100.00%	75.71%
12262	PENN MFRS ASSOCIATION INS CO	12	3	75.00%	70.83%	75.61%
19038	TRAVELERS CASUALTY & SURETY C	21	4	80.95%	73.68%	75.00%
SI	ILLINOIS TOOL WORKS INC	3	1	66.67%	71.43%	75.00%
24112	WESTFIELD INSURANCE CO	2	0	100.00%	100.00%	74.36%
SI	KOHL'S FOOD STORES INC	6	2	66.67%	66.67%	73.50%
27855	ZURICH AMERICAN INS OF IL	11	5	54.55%	72.22%	73.12%
24880	FIRE & CASUALTY INS CO OF CT THE	2	0	100.00%	85.71%	72.97%
23108	LUMBERMEN'S UNDERWRITING AL	5	2	60.00%	57.14%	72.90%
33006	AMERICAN PHYSICIANS ASSURANC	5	2	60.00%	66.67%	72.73%
29424	HARTFORD CASUALTY INS CO	8	3	62.50%	68.75%	72.31%
25615	CHARTER OAK FIRE INS CO	1	0	100.00%	100.00%	72.09%
26247	AMERICAN GUARANTEE & LIABIL	5	1	80.00%	85.71%	71.88%

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SI	LAND O LAKES INC	1	0	100.00%	100.00%	71.67%
10804	CONTINENTAL WESTERN INS CO	6	5	16.67%	40.00%	71.25%
25658	TRAVELERS INDEMNITY COMPANY T	3	1	66.67%	42.86%	71.19%
19356	MARYLAND CASUALTY CO	12	5	58.33%	66.67%	70.87%
SI	USF HOLLAND INC	7	2	71.43%	72.73%	70.77%
SI	KWIK TRIP INC	9	1	88.89%	86.67%	70.45%
14265	INDIANA LUMBERMENS MUTUAL IN	3	0	100.00%	75.00%	70.24%
23280	CINCINNATI INDEMNITY CO	4	2	50.00%	50.00%	70.21%
13838	FARMLAND MUTUAL INS CO	8	2	75.00%	73.33%	70.18%
20508	VALLEY FORGE INS CO	29	11	62.07%	58.18%	69.83%
28665	CINCINNATI CASUALTY CO THE	9	2	77.78%	83.33%	69.35%
19704	AMERICAN STATES INS CO	11	4	63.64%	64.71%	69.30%
37273	FIREMANS FUND INS CO OF WI	4	0	100.00%	80.00%	69.30%
10502	MERIDIAN CITIZENS MUTUAL INSU	4	2	50.00%	62.50%	69.14%
26662	MILWAUKEE CASUALTY INSURANC	5	0	100.00%	63.64%	68.89%
36919	HAWKEYE SECURITY INS CO	1	0	100.00%	85.71%	67.65%
20397	VIGILANT INSURANCE CO	7	2	71.43%	84.62%	67.19%
SI	FEDERAL EXPRESS CORPORATION	11	2	81.82%	80.00%	66.94%
SI	JOURNAL SENTINEL INC	4	4	0.00%	33.33%	66.67%
11118	FEDERATED RURAL ELECTRIC INS C	5	2	60.00%	58.33%	64.91%
43575	INDEMNITY INSURANCE CO OF NORT	36	15	58.33%	64.79%	64.90%
34207	WESTPORT INSURANCE CORPORATIO	35	12	65.71%	72.58%	64.80%
23787	NATIONWIDE MUTUAL INS CO	14	5	64.29%	72.22%	64.15%
13714	PHARMACISTS MUTUAL INS CO	2	0	100.00%	100.00%	61.54%
SI	DELPHI CORPORATION	3	2	33.33%	50.00%	61.04%
20427	AMERICAN CASUALTY CO OF READI	12	4	66.67%	61.54%	59.49%
21261	ELECTRIC INSURANCE CO	7	1	85.71%	88.89%	59.02%
SI	INTERNATIONAL PAPER COMPANY	11	3	72.73%	85.00%	58.03%
24074	OHIO CASUALTY INS CO	12	5	58.33%	52.17%	57.87%
SI	GREDE FOUNDRIES INC	14	7	50.00%	57.14%	57.55%
21865	ASSOCIATED INDEMNITY CORP	6	0	100.00%	57.14%	56.36%
SI	COLUMBIA-ST MARY'S INC	20	6	70.00%	61.76%	55.36%
22489	HIGHLANDS INSURANCE CO	4	0	100.00%	63.64%	54.96%
SI	J C PENNEY CORPORATION INC	9	1	88.89%	80.00%	54.27%
18023	STAR INSURANCE CO	7	2	71.43%	76.47%	54.24%
SI	EMERSON ELECTRIC COMPANY	21	12	42.86%	40.63%	54.13%
SI	DEPT OF TRANSPORTATION	5	1	80.00%	75.00%	52.63%
21113	UNITED STATES FIRE INS CO	7	2	71.43%	75.00%	52.11%
SI	RIPON FOODS INC	3	0	100.00%	60.00%	50.00%
SI	PARKER-HANNIFIN CORPORATION	1	0	100.00%	50.00%	48.78%
21857	AMERICAN INSURANCE CO THE	6	1	83.33%	87.50%	47.69%
22667	ACE AMERICAN INSURANCE CO	141	68	51.77%	49.00%	46.71%
22217	GULF INSURANCE CO	1	0	100.00%	100.00%	46.67%
33588	FIRST LIBERTY INS CORP THE	16	11	31.25%	42.31%	45.13%
SI	WISCONSIN ELECTRIC POWER COMP	4	2	50.00%	41.67%	40.64%
SI	KMART CORPORATION	4	3	25.00%	28.57%	38.69%
21105	NORTH RIVER INS CO THE	2	0	100.00%	66.67%	38.00%
SI	JEWEL FOOD STORES INC	32	20	37.50%	37.93%	35.16%
20621	ONEBEACON AMERICA INSURANCE C	2	1	50.00%	50.00%	33.00%

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24732	PENNSYLVANIA GENERAL INSURAN	0	0	0.00%	0.00%	19.16%
TOTALS FOR GROUP:		914	285	68.82%	69.32%	65.15%